QUALITY TEAM: WORK PLAN-2022

Alan Larkin

QUALITY TEAM- WWETB

QA Work Plan- Template

Area/Theme:	Aim					
Notes on confirmation of Aim realisation:						
	Action	Responsibility	Date to Begin	Date Due	Risk Factor	Notes/ Sub Actions

QA Work Plan- Risk Register

Likelihood			Potential Consequences if Action is Not Completed				
			Little or no Consequence.	Minor consequences that can be accommodated with current procedures.	Moderate consequences impacting on key stakeholders.	Consequences that could have substantial impact on key stakeholders.	Consequences that impact the integrity of WWETB.
			Not Significant	Minor	Moderate	Major	Severe
	Issues expected to occur regularly under normal circumstances.	Almost Certain	Medium	High	Very High	Very High	Very High
	Issues expected to occur at some point.	Likely	Medium	High	High	Very High	Very High
	Issues may occur at some point.	Possible	Low	Medium	High	High	Very High
	Issues not likely to occur in normal circumstances.	Unlikely	Low	Low	Medium	Medium	High
	Issues could happen but probably never will.	Rare	Low	Low	Low	Low	Medium

Action Colour Key

Colour	Action
Blue	Incomplete actions from the latest Quality Improvement Plan
Green	Actions arising from the Self-Evaluation Report (for QQI External Review
White	Recommendations from the QQI External Review Report

Area/Theme:	Data

Aim

	Develop a robust system for the collection, inputting and use of data. This system will include the review of data for planning and provision improvement.

Notes on confirmation of Aim realisation:

	The establishment of a FET policy and supplementary procedure incorporating the elements listed below will be seen as the realisation of the overall aim.

	Action	Responsibility	Priority	Date to Begin	Date Due	Risk Factor	Notes/ Sub Actions
1	Develop Standard Operating Procedures for PLSS data input.	Carrie Smith	**Medium**	Short Term	Within 6 months		
2	Establish key performance metrics to enhance future annual service plans.	A.O.G., A.L, J.I.					**Action Complete**
3	Investigate sector comparisons with other ETB and/or their European VET counterparts to inform the setting of benchmarks. This would offer an external element to the evaluation of the Quality Assurance Framework to include the effectiveness of policies and procedures	A.O.G., A.L, J.I.	**Medium**	Mid- Term	6-18 months		Support from SOLAS and DFHERIS required here (A.O.G.)
4	Develop formal systems to promote and track internal and external access, transfer and progression opportunities between and from each of their FET provisions.	J.I.	**Medium**	Mid- Term	6-18 months		Support from SOLAS and DFHERIS, CAO, , SUSI required here (A.O.G.)
5	WWETB develop a data management policy, to include clear organisational performance indicators, and that the ETB further develop their use of performance data in support of strategic decision-making	A.O.G., A.L, J.I.					**Action Complete**
6a	Continued investment in the data team-	K.W., A.O.G.					**Action Complete**
6b	-and ongoing training to improve data literacy and interpretation across the organisation.	J.I., J.O'H.	**Medium**	Mid- Term	6-18 months		
7	Develop a process that leads to the use of quantitative data that can be integrated into the decision-making processes at organisation and centre level.	A.O.G., A.L, J.I.					**Action Complete. Process in place.**
8	Embed the culture of using data and regional information to inform strategic decisions. Consideration should be given to an overall strategic input process (across the WW Region); such an approach may be more beneficial in terms of the overall strategic direction of the ETB rather than just a local operational view.	FET Management	**Low**	Long	+18 months		Collaboration with SOLAS and DFEHRIS
9	Complete Document Retention Project including tender for an engagement of Document Storage Company	A.O.G., C.S., J.I.	**High**	Short-term	Within 6 months		Retention complete- Coordinator in place.

Area/Theme:	Governance & Strategy

	Aim
	Further develop the governance and strategic functions in relation to FET provision. Inform strategic planning

	Notes on confirmation of Aim realisation:
	All items that form part of the WWTB Strategy are monitored by way of the annual service plan for completion.

	Action	Responsibility	Priority	Date to Begin	Date Due	Risk Factor	Notes
1	Update the mission statement to ensure it fully reflects the key pillars of their next Strategy Statement 2023-2027.	SMT	High	Short-term	Within 6 months		Work underway.
2	Review of the current FET provision to enhance the development of their next Strategic Plan 2023-2027. WWETB's FET amalgamated services are now embedded in the organisation and it would be timely to review the provision to ensure WWETB continues and grows in their ability to actions strategic priorities identified in their Self Evaluation Report (SER).	SMT	Medium	Short-term	Within 6 months		
3	Adopt a more strategic approach to quality assurance. Based on the size of the organisation and the diversity of provision, the QA overarching function needs to operate at a higher executive level and be integrated within the senior management strategic planning and monitoring process	SMT	Low	Mid-term	6-18 months		Requires discussion and investigation at Senior Management level.
4	Prioritise resourcing programme development in the next Statement of Strategy (2023-2027). Specifically, the team recommends, that WWETB resource and devise a timeframe to marry the centre led operational work with a broader strategic approach to programme monitoring and review.)	SMT	High	Short-term	Within 6 months		
5	Investigate a strategy for evaluating of the impact of relationships with local industry across all of our provision.	FET Management	Medium	Mid-term	6-18 months		Review SEED project model for suitability/appropriateness.

Area/Theme:	Programme Development						

		Aim					
		Advance the policy and procedures in relation to programme development and review to make programme development more efficient and responsive and make programme review more systematic and practical.					

Notes on confirmation of Aim realisation:

New policies and procedures for programme development, validation, monitoring and review.

	Action	Responsibility	Priority	Date to Begin	Date Due	Risk Factor	Notes/ Sub Actions
1	Develop a new method of engagement with stakeholders (internal and external) to further enhance capacity to identify emerging needs and to develop services to address same.	FET Management	Medium	Mid-term	6-18 months		Review SEED project model for suitability/appropriateness.
2	Develop as part of the QA framework a structured approach, with an appropriate infrastructure, that is fully resourced, to support curriculum/programme development across their FET provision.	FET Management A.O.G.	Medium	Mid-term	6-18 months		
3	Build QA capacity in order to seek devolved responsibility, from QQI, for programme development and approval.	FET Management A.O.G.	Medium	Mid-term	6-18 months		QQI cooperation required.
4	Review and redevelopment of Programme Development and Validation Policy.	A.O.G., A.L.	Medium	Short-term	Within 6 months		
5	Formalise the process of amending Programme and Module Descriptors.	A.O.G., A.L. C.Mc., E.R.,	Medium	Short-term	Within 6 months		(A.L., C. Mc. some work done, needs review).
6	Investigate a Community of Practice based approach to the review of modules/programmes- (Also in Comm. of Pract.)	A.O.G., A.L. C.Mc., E.R.,	Low	Long-term	+18 months		Strike from either theme?
7	Develop local system & procedures for management, control, review and update of AISs	A.O.G., A.L. C.Mc., E.R.,	Medium	Short-term	Within 6 months		Same as 5

Area/Theme:	Communities of Practice

	Aim
	Develop and support FET Communities of Practice as a means to innovate and build on quality and to facilitate peer to peer learning as an important part of staff development.

	Notes on confirmation of Aim realisation:
	Established communities of practice in key areas and across FET provision where appropriate.

	Action	Responsibility	Priority	Date to Begin	Date Due	Risk Factor	Notes/ Sub Actions
1	Develop systematic processes to share good practice developed in parts of the organisation to support the quality and enhancement of all provision, for example, the innovative programme developments and the structured learner support services on apprenticeships programmes could better inform WWETB's approach to programme development and enhancement in other sections of their FET provision.	FET Management	Low	Long-term	+18 months		
2	Make provision to formally facilitate staff to collaborate under the concept of "Communities of Practice" as stated in the SER on (p. 49) and to support a culture where individuals engaged in Professional Learning and Development (PLD) further share their learning with their peers in a more formal way	FET Management	Low	Long-term	+18 months		
3	Investigate a Community of Practice based approach to the review of modules/programmes (also in Programme Development)	A.O.G., A.L. C.Mc., E.R.,	Low	Long-term	+18 months		

Area/Theme:	Communications

	Aim
	Create opportunities and processes to support better communication with stakeholders leading to better understanding, and to support planning and improve services and procedures.

	Notes on confirmation of Aim realisation:

	Action	Responsibility	Priority	Date to Begin	Date Due	Risk Factor	Notes
1	Continue to develop and enhance communications strategies to support the effective promotion of educational services at organisation and centre level, for example, improve the consistency of industry links across the FET provision, increase student voice participation at Centre and ETB level, develop systematic learner, staff and external stakeholders feedback structures and organise information events for key external stakeholders	FET Management	Medium	Mid-term	6-18 months		
2	Further development of record keeping and reporting of relationships and collaborative projects with external 3rd parties and 2nd providers.	FET Management. F.K.	Medium	Mid-term	6-18 months		
3	Explore a more widespread consultative process with industry representative groups regarding competencies specific to certain industries and ensuing programmatic review to establish the extent of development of these competencies within WWETB programmes.	Quality & STB.	Medium	Lon-term	18+ months		Associated with Programme Review & Development role? Also linked to CRM model (MS Dynamics as per SEED?)
4							

Area/Theme:		Quality Assurance					
		Aim					
		Continue to develop standardised policies and procedures leading to quality assuring FET provision.					
		Notes on confirmation of Aim realisation:					
		Multiple elements.					

	Action	Responsibility	Priority	Date to Begin	Date Due	Risk Factor	Notes/ Sub Actions
1	Wholesale systematic review of the constituent legacy elements of the QA system with a view to redevelopment and completion in the context of a comprehensive WWETB QA Framework.	A.O.G., A.L. C.Mc., E.R.,	High	Short-term	Within 6 months		
2	QA Team to work towards the development of a QA Policy that would set down the established process for policy development, dissemination, implementation and review.	A.O.G., A.L. C.Mc., E.R.,	High	Short-term	Within 6 months		
3	Public display/dissemination of these policies via the WWETB Website, the WWETB Intranet and via other means where appropriate.	Quality Team/Communications	Low	Mid-term	6-18 months		
4	The continued development of the WWETB Quality Assurance Framework. Update for Implementation Plan	A.O.G., A.L. C.Mc., E.R.,	High	Short-term	Within 6 months		
5	Increase 'learner voice participation' in the QA governance and oversight processes and develop a system that is suitable and consistently implemented to capture and act on learner feedback, to include the learner experience, capturing and acting on learners' feedback during the programme and not only at the end of the programme.	Quality Steering Group	Medium	Mid-term	6-18 months		It may be possible to have an AONTAS facilitator work with us on this and even chair a learner Forum group. A.L. to write up proposal for this to submit to AONTAS.
6	Consider additional processes that could further enhance the overall QA monitoring and review process.	The Quality Team	Low	Mid-term	6-18 months		
7	Include a Teaching, Learning and Assessment group as part of the QA governance structure (see SER (p. 35, figure 2.3) to enhance the quality of teaching, learning and assessment within the ETB.	FET Management A.O.G	High	Short-term	Within 6 months		Approved by FET Management. Terms of Reference to be drafted.
8	Give access to the QA digital resources, for example their QA SharePoint to the second providers that are delivering programmes under WWETB QA system.	A.O.G./ I.T. Manager	High	Short-term	Within 6 months		
9	The further development of the Quality Assurance section on the WWETB Intranet site.	E.W.	Low	Short-term	Within 6 months		
10	Review existing policies and procedures and amend or create new policies and procedures where needed; with a view towards one overarching Quality Assurance Framework. Update for Implementation Plan	A.O.G., A.L. C.Mc., E.R.,	High	Short-term	Within 6 months		RPL. Procedures, Reasonable Accommodation in practice, etc.
11	Carry out collation and review of Summer 2022 EA & RAP reports	J. G.	Medium	Short-term	Within 6 months		
12	Develop policies and procedures around blended learning and extend scope of provision with QQI.	Quality Team	High	Mid-term	6-18 months		
13	QA Team to explore 'End of Course Learner Evaluation' practices and output as a potential source of learning in key areas.	Quality Team	Medium	Mid-term	6-18 months		CMETB model to be explored as potential model.
14	QA Team to explore potential localised practices of issuing summative feedback only to learners.	A.L., E.W.	Medium	Short-term	Within 6 months		QA Feedback Guide developed (A.L., E.W.)

15	QA Team to explore the various localised practices in relation to the support of Work Experience Providers in relation to providing marks and feedback pertaining to learner placement.	The Quality Team	Medium	Mid-term	6-18 months	
16	Explore the approaches to in-centre 'QA personnel' with a view to appropriate standardisation as appropriate.	The QA Steering Group	Low	Mid-term	6-18 months	
17	Continued QA support for selected FET centres transitioning from AIS to LDA systems and a review plan for same.	A.O.G, F.K., E.R.	High	Short-term	Within 6 months	
18	QA Team to publicly display overarching Assessment Procedure Handbooks.	The Quality Team	Medium	Mid-term	6-18 months	
19	Quality Assurance Agreements with all certification bodies to become part of the oversight responsibilities of the QA Team and QA Steering Group. Develop policies and procedure for this.	QA Steering Group/FET Management Team	Medium	Mid-term	6-18 months	
20	QA Team to draft a standard Terms of Reference document for instances of securing services of external panel experts.	QA Team	Low	Mid-term	6-18 months	

Area/Theme:		Learner Supports					

		Aim					
		Further explore and develop ways of maximising and standardising supports for learners across the FET service. Establish ways to embed support and promote awareness making leaner support accessible to all learners at all times.					

		Notes on confirmation of Aim realisation:					
		These enhanced supports could be monitored/reviewed for effectiveness by the Learner Forum group that will feed in to the QA steering group.					

	Action	Responsibility	Priority	Date to Begin	Date Due	Risk Factor	Notes/ Sub Actions
1	Provide a more cohesive approach to the provision of learner supports, to ensure all learners have appropriate access to learning support services, to include counselling and psychotherapy services if deemed necessary.	FET Management Team	High	Mid-term	6 -18 months		All actions relate to the same overall aim.
2	Develop an organisational-led learner support system that integrates with and supports centre/programme-based learner support systems.	FET Management Team	High	Mid-term	6 -18 months		
3	Review of the various aspects of learner support to ensure that there is a holistic, integrated and consistent offer that can meet the changing demands of the range of learners and ensure there is clear referral and reporting mechanisms between services and their courses. This includes ensuring the services are well promoted and can be accessed confidentially and safely.	FET Management Team	High	Mid-term	6 -18 months		
4	develop a system that can monitor, and review, learner supports on a regular basis to ensure they continue to meet evolving learners' needs.	FET Management Team	High	Mid-term	6 -18 months		
5	QA Team to collaborate on a FET Inclusion Policy and redevelop the Access, Transfer and Progression policy.	R.T. QA Steering Group	High	Short-term	Within 6 months		FET Access, Transfer and Inclusion Policy complete. No Inclusion Policy anymore, now Learner Support Policy.
6	QA Team and Access & Disability Officer to review initial assessment practices with a view to development of a more standardised approach	FET Management	High	Mid-term	6 -18 months		

Area/Theme:	Professional Learning Development

	Aim
	Further development of the Professional Learning development function and uptake of PLD by FET practitioners and managers.

	Notes on confirmation of Aim realisation:
	Realisation will be evident in PLD uptake figures particularly in relation to established key areas.

	Action	Responsibility	Priority	Date to Begin	Date Due	Risk Factor	Notes/ Sub Actions
1	Explore further collaboration between QA, PLD and Digital Learning.	QA Team	High	Short-term	Within 6 months		Plans to form a TLA sub-group (of Quality Steering Group)
2	In the absence of a national framework for PMDS in the sector, consider developing a formal Continuous Professional Development (CPD) system to support staff and to enhance their skills and qualifications as they progress through their careers.	FET Management Team	Low	Long-term	+18 months		National topic.
3	Schedule Governance training for all members of WWETB Oversight Groups.	FMT/PLD	Low	Mid- term	6-18 months		